



State of California  
*Employment Training Panel*

*Arnold Schwarzenegger, Governor*

October 6, 2008

Tom Powell, Owner & CEO  
Pacific Coachworks, Inc.  
549 Rivera Street  
Riverside, CA 92501

Dear Mr. Powell:

**RE: FINAL VISIT MONITORING MEETING REPORT for Pacific Coachworks, Inc.  
ET07-0176**

<b>Date of Meeting:</b>	8/20/08
<b>Beginning/Ending Time:</b>	12:30pm – 3:30pm
<b>Date of Last Meeting:</b>	5/7/07
<b>Meeting Location:</b>	Riverside
<b>Persons in attendance:</b>	Claudia Garibay, Human Resource Manager, Pacific Coachworks, Inc. (PCI); Tom Powell, Owner, PCI; and Suzanne Godin, ETP Contract Specialist
<b>Action Required:</b>	No

<b>Term of Agreement:</b>	11/06/06-11/05/08	<b>Agreement Amount:</b>	\$49,920
<b>Training Start Date:</b>	4/02/07	<b>No. to Retain:</b>	80
<b>Date Training must be Completed:</b>	8/05/08	<b>Range of Hours:</b>	8-100
<b>Type of Trainee:</b>	Retrainee	<b>Weighted Ave. Hours:</b>	24

**FINAL REPORT SUMMARY:**

***AGREEMENT HISTORY***

This agreement was approved at the October 2006 Panel Meeting and was executed on 1/03/07. Training began on 4/02/07. ETP approved three agreement revisions during the term of the agreement. Revision 1, Modification 1, added Management Skills as a type of training with training subtopics, and additional training subtopics to the Continuous Improvement menu

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ETP (11/12/2007)

curriculum. Amendment #2 extended the term end date of the Agreement by 12 months, from 11/05/07 to 11/05/08. Modification #3 revised the range of training hours from 8-60 to 8-100.

### **INTERVIEW WITH THE CONTRACT SIGNATORY: TOM POWELL**

Founded in July 2006, PCI manufactures Tango travel trailers and 5<sup>th</sup> wheel recreational vehicles (RVs). Although your ETP Agreement was approved at the October 2006 Panel meeting, commencement of production was delayed and ETP training did not begin until April 2007. Your initial business forecast called for hiring up to 80 full time employees once production lines were fully operational. However, soon after training began, the cost of fuel began to sky rocket which negatively impacted the sale of recreational vehicles. Although training was delivered 35 employees, PCI did not hire the number of workers originally projected.

PCI's last training date was 11/07/07; however, you elected not to close the contract out early because you had hoped that the demand for RVs would increase, additional workers would be hired, and PCI would be able to resume ETP training. Although that did not occur, you were able to provide a higher number of training hours to your current employees which was facilitated by the approved agreement modification to increase the maximum number of hours. In addition, you stated that the ETP funded training had been a positive experience and that without the assistance of ETP, PCI would not have been able to provide the amount of formal, structured training that it did. You added that Interdepartmental communication has greatly improved; your employees have begun to function as a team; and have a better understanding of how the production flow works and how one individual's performance (or lack of) affects the rest of the company. Lastly, you stated that the training has given your workforce the skills to work lean and meet production needs with fewer employees.

### **DISCUSSION OF PROJECTED EARNINGS:**

Ms. Garibay provided Ms. Godin with projected statistics for the closeout of the Agreement. According to your records at the time of this final meeting, you expected to retain a total of 35 trainees (44% of planned retentions) who had completed the specified range of class/lab hours (8-100) and retention period. PCI tracked 1,937 eligible hours on the ETP class/lab tracking system for the aforementioned 35 trainees. Therefore, PCI is eligible to earn \$49,920 (100 percent of the encumbered amount) if all other agreement conditions are met. As of the date of this report, PCI had received \$13,962 in unearned progress payments.

**Ms. Godin reminded Ms. Garibay that the closeout invoice should be submitted no later than 30 days after the end term date of the Agreement, which is 11/05/08.** If you are unable to submit the closeout invoice by that date, a request for an extension must be submitted to ETP's Fiscal Unit Manager, Kulbir Mayall.

**PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

<b>Trainees Started Training:</b>	35	<b>Completed Training:</b>	35
<b>Trainees Enrolled:</b>	36	<b>In Retention Period:</b>	0
<b>Dropped Following Enrollment:</b>	0	<b>Completed Retention:</b>	35
<b>For Variable Reimbursement include the following, delete if N/A:</b>	35		
<b>No. Completed Minimum Reimbursable Hours :</b>			

**TRAINING STATUS:**

The statistical data submitted by Ms. Garibay, as detailed above, is in agreement with ETP's Trainee Status Report.

**PROJECT ADMINISTRATION/TRACKING:**

<b>Online tracking hours up to date?</b>	Yes
<b>Accessing or Uploading issues?</b>	Yes

The following chart shows a breakdown of reported training hours and the number of trainees who have reached various hour benchmarks:

<b>NUMBER OF TRAINEES: (# TRAINEES)</b>	<b>TRAINING HOURS COMPLETED</b>	<b>PERCENTAGE OF TOTAL CURRENTLY ENROLLED (WHO BEGAN TRAINING)</b>
12	61-100	35%
5	41-60	14%
14	25-40	40%
4	8-24	11%

<b>Total recorded class/lab training hours for trainees who meet at least the minimum as of the date of meeting:</b>		<b>1,937</b>
<b>Total potential ETP projected reimbursement based on eligible class/lab training hours tracked to date:</b>		<b>\$49,920</b>
<b>Progress payments made to date:</b>	<b>\$13,962</b>	<b>Earned to Date: \$0</b>

**SUBAGREEMENTS:**

***Administration***

Contractor is performing all Administration.

**Training**

Training vendors performing ETP training?	Yes
If yes, is all training vendor information on file for training vendors who have provided training?	Yes
Has all vendor information been entered in the on-line ETP 100D for all vendors who have provided training?	Yes
<b>Vendor information reviewed during meeting:</b>	
Riverside Community College, Riverside, CA – \$78,875.00 for delivery of class/lab training in Continuous Improvement, Manufacturing, and Management Skills	

**ATTENDANCE ROSTERS:**

Attendance Rosters reviewed: (Include No. of rosters reviewed or dates covered in review)	7/11/07 – 11/07/07	Rosters reviewed contained all the required information per Title 22, California Code of Regulations, Section 4442.	Yes
Information contained in rosters reviewed was consistent with the hours reported on-line?			Yes*

The Contract Analyst reviewed attendance rosters for six trainees appearing on Invoices 1 and 2 for Progress Payment 1 (enrollment) and Progress Payment 2 (completion of training) and compared the attendance rosters to the information reported on the contractor's tracking documents in order to validate the hours reported by the Contractor. \*Although the number of training hours entered on-line for each trainee was correct, Ms. Godin discovered several instances where Management Skills topics had been accidentally entered on the ETP class/lab tracking system as Continuous Improvement Skills training.

**INVOICES:**

Documentation reviewed was consistent with information reported on Invoice	#1,2	Yes
Progress Payment	#1, 2	Yes
Final Payment	N/A	

**INTERVIEWS:**

Number of Trainees Interviewed:	4	Range of time employed by Contractor:	2 – 2.5 yrs.
Occupations of Trainees Interviewed:	Production Personnel (2), Engineering Lead, Drafter/Designer,		

**AUDIT:**

You will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable.

Listed below are types of records typically requested during an ETP field audit:

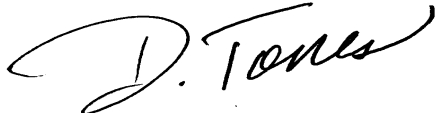
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

**RECORD RETENTION:**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Suzanne Godin at (619) 686-1918 or at [sgodin@etp.ca.gov](mailto:sgodin@etp.ca.gov) within ten (10) working days from the receipt date of this letter.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Torres". The signature is fluid and cursive, with a large loop at the end.

Diana Torres, Manager  
San Diego Regional Office

A handwritten signature in black ink, appearing to read "S. Godin". The signature is fluid and cursive, with a large loop at the end.

Suzanne Godin, Contract Specialist  
San Diego Regional Office

cc: Amber Luiz, Assistant Director  
Project File  
Master File